

---

## AIRPORT OWNER / SPONSOR SURVEY

A survey of selected airport owners and sponsors was conducted to identify services provided by them and their perspective of unmet needs. Surveys were sent to a total of 73 airports ranging in size from large air carrier facilities to small general aviation fields. There were 32 responses received representing a response rate of nearly 44 percent.

The responses differ from those obtained from a separate survey of fixed base operators and tenants which provide these services and interact more frequently with the users at the airport (see Appendix D). The results are summarized on the composite survey form presented as Exhibit C-1 from which the following observations can be made:

The 32 airports queried account for a total of 3,715 aircraft or some 73 percent of the Arizona registered fleet (Question 1).

A variety of facilities and equipment at airports are being operated and maintained by the airport owner/sponsor. The majority of these systems are relatively less technically demanding visual landing aids, radio communications facilities and AWOS units. Some airport owners/sponsors are also responsible for operating and maintaining terminal nonprecision navigational aids such as the NDB. These results are comparable to those highlighted in Table 2-1. (Question 2).

Airport owners/sponsors as a whole are providing a wide range of services to pilots. The distribution of the types of services offered illustrate that those commonly expected by pilots and less costly to provide are available. However, it is interesting to note that 21, or 66 percent of the respondents, offer access to a public telephone and fewer (14 respondents or 44 percent) provide a separate area for flight planning facilities. Some 15 airport owners/sponsors, or about 47 percent of those responding, provide some form of access to weather data sources either through computer access to public or private providers, television and facsimile service. Of these, only one airport owner/sponsor (at a large air carrier airport) provides access to both a public weather and private weather data source. (Question 3).

Many of the services which are provided by the airport owner/sponsor may also be available from their fixed base operators and tenants as indicated in the survey results of these providers in Appendix D.

Airport owners/sponsors indicated a number of needs/services requested by pilots. These responses should be considered to reflect the shortcomings in services offered by both the airport owner/sponsor and their operating tenants inasmuch as the pilots may not be able to distinguish which entity is responsible for their provision when expressing unmet needs. The responses confirm those expressed by the fixed base operators and tenants.

The responses can be summarized as follows:

<b>Unmet Service/Facility Needs</b>	<b>Number of Responses</b>
GPS approach	5
Hangars/T-Shades	5
Courtesy/rental cars	4
Food/restaurant/ice	4
Computer access to weather	3
Plane washing	3
Flight planning room	2
Avionics sales/service	1
AWOS	1
Jet fuel	1
Terminal building	1
"Weather Channel"	1

## AIRPORT OWNER/SPONSOR SURVEY

ADOT, Aeronautics Division is conducting a survey of airport owners/sponsors concerning the services provided at airports throughout Arizona in order to enhance flight safety. Please respond to the following questions and return the survey in the enclosed pre-addressed and stamped envelope. All responses will be aggregated.

1. How many aircraft are based at the airport? A based aircraft is one which utilizes a hangar or tiedown space on a recurring basis, excluding transient aircraft.

2915 Single-engine piston  
360 Multi-engine piston/turboprop  
50 Jet  
125 Rotorcraft  
16 Ultralight  
249 Unspecified  
3715 Total

2. Do you, as the *airport owner/sponsor*, operate and maintain any of the following facilities and equipment? (Check all that apply)

<u>8</u> NDB	<u>4</u> Approach lighting system
<u>1</u> LOC/LDA/SDF	<u>20</u> Unicom
<u>1</u> Glide slope	<u>14</u> Pilot controlled lighting system
<u>18</u> VASI, PAPI	<u>1</u> Remote communications outlet
<u>8</u> AWOS	<u>3</u> Other: (please specify)
	<u>REIL (2) Windsock (1)</u>

3. What services do you, as the airport owner/sponsor, provide to pilots operating into and out of your airport? Do not include a terminal service provided by a fixed base operator (FBO) unless you provide that service as well.

<u>11</u> Fuel/Oil	<u>0</u> Computer access to DUATS (fee basis)
<u>7</u> Maps/Charts	<u>6</u> Computer access to DUATS (free)
<u>15</u> Food snacks	<u>21</u> Public telephone
<u>23</u> Restrooms	<u>14</u> A separate area for flight planning
<u>6</u> Rental car	<u>3</u> Television for weather channel broadcast reception
<u>2</u> Courtesy car	<u>4</u> Facsimile access to weather data
<u>17</u> Lodging information	<u>1</u> Computer access to private vendor weather data services and products (e.g., WSI, Kavouras, PanAM, etc.)
<u>22</u> Waiting/Lounge area	<u>4</u> Other (please specify) <u>Restaurant (1) Direct Line to FSS (1)</u>
	<u>Maintenance (1) Conference Rooms and Shuttle (1)</u>

4. Are there services which are not presently provided at the airport, but which pilots have requested? Your response is intended to identify pilot needs. Please list these below with any additional comments you have.

Avionics (2) WX Channel (1) Wash Rack (3) GPS Approach (5) Food (3) Full Maintenance (1)  
Hangars/Shade T (5) Courtesy/Rental Cars (4) Ice Machine (1) Terminal (1)  
Self-Serve Maintenance (1) FBO Services Other Than Fuel (1)

Comments:

Need improved vehicular access (1) Full length taxiway (1)

5. Please identify the respondent to this survey:

Name \_\_\_\_\_  
 Airport \_\_\_\_\_  
 Telephone \_\_\_\_\_

Please return this survey form in the pre-addressed and stamped envelope to:

QED  
 P.O. Box 174  
 Ridgefield, CT 06877